

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION

ILLINOIS
COMMERCE COMMISSION
ORIGINAL

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. _____

CHIEF CLERK'S OFFICE
Office Use Only

Please provide the appropriate information in the () areas in the heading below.

Royal Phone Company LLC

Application for a certificate of
local and interexchange authority to
operate as a reseller of telecommunications
services in the State of Illinois.

02-0235

APPLICATION FOR CERTIFICATE TO BECOME A TELECOMMUNICATIONS CARRIER (Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 36-4491172

Royal Phone Company LLC

Address: Street 5887 Teal Lane

City Long Grove

State/Zip IL 60047

2. Authority Requested: (Mark all that apply)

☒ 13-403 Facilities Based Interexchange

☒ 13-404 Resale of Local and/or Interexchange

☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☒ Part 735 Procedures Governing the Establishment of Credit, Billing,
Deposits, Termination of Service and Issuance of Telephone
Directories for Local Exchange Telecommunications Carriers in
the State of Illinois

☒ Section 735.180 Directories

☐ Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

5. In what area of the state does the Applicant propose to provide service?

Applicant proposes to provide service throughout the State of Illinois.

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues

For items a) through d) the contact person is:

**Steve Hwang
Executive Vice President
5887 Teal Lane
Long Grove, IL 60047
Tel: (866) 769-2529
Fax: (647) 955-9587
Email: steve.hwang@royalphone.com**

- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

For items e) through g) the contact person is:

**Tae E. Kim
Executive Vice President
5887 Teal Lane
Long Grove, IL 60047
Tel: (866) 769-2529
Fax: (647) 955-9587
Email: tae.kim@royalphone.com**

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

☐ Individual ☐ Corporation
☐ Partnership ☐ Date corporation was formed February 13, 2002
In what state? Illinois
☒ Other (Specify) Limited Liability Company

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.
See Exhibit A.

9. List jurisdictions in which Applicant is offering service(s).

Applicant is not currently offering service in any jurisdiction.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

☐ YES ☒ NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

☐ YES ☒ NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? ☒ YES ☐ NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service.
This may be in either narrative form, resumes of key personnel, or a combination of these forms. **See Exhibit B.**

15. List officers of Applicant.

<u>Tae E. Kim</u>	<u>Executive Vice President</u>
<u>Steve Hwang</u>	<u>Executive Vice President</u>
_____	_____

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ☐ YES ☒ NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

The Applicant will render its own bills and send them directly to its customers on a monthly basis. Monthly billing statements will include call detail information, and separate line items for all services and charges, including any monthly recurring charges, one-time charges, taxes and surcharges.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Applicant's customer service representatives are available to assist its customers with service, maintenance and billing issues. Specifically, Applicant's customer service representatives are prepared to respond to a broad range of service matters, including inquiries regarding: (1) the types of services offered by Applicant and the rates associated with such services; (2) monthly billing statements; (3) problems or concerns pertaining to a customer's current service; and (4) general telecommunications matters. For service and maintenance issues, customers may contact Applicant's Customer Services twenty-four (24) hours a day, seven (7) days a week, by calling toll-free 1-866-769-2529. For billing issues, customers may contact Applicant's Customer Services department between the hours of 7:00 a.m. and 7:00 p.m., Monday through Friday, by calling toll-free at 1-866-769-2529. Alternatively, customers may communicate billing questions or concerns to Applicant's customer services representatives in writing. Applicant will respond to any complaints within 24 hours and attempt to resolve any complaint within 48 hours. Escalation procedures for service related matters and complaints are included with every bill for services which includes notification that the customer may seek commission assistance.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

(866) 769-2529

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Applicant will comply with Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act to prevent slamming and cramming of customers. Applicant confirms all orders to change long distance service in accordance with one of four verification processes established by the FCC.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

 X YES NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Please see *Exhibit C*. Due to the confidential and proprietary nature of Applicant's financial information, *Exhibit C* has been filed under seal.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? YES X NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Applicant currently does not have any facilities, but in the future may provide service through its own equipment collocated at ILEC central offices, through the use of unbundled network elements leased from other certificated carriers, and/or through the resale of the services of other carriers. Applicant also plans to construct its own switching and transmission facilities at a later date.

If NO, which facility provider(s)'s services does the Applicant intend to use?

Applicant intends to use the facilities of the incumbent local exchange carrier for local connection to customers, IXC's for access to long distance services, and CLECs to provide diverse and alternative network elements.

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

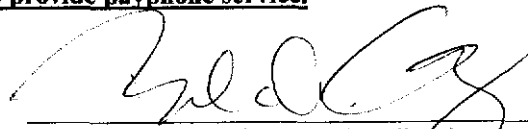
Applicant will provide interexchange and local exchange telecommunications services. Applicant will resell a full range of voice services, including local and long distance calling services, voicemail, and calling features. Data services will include both dial and broadband access to the Internet and related email and ecommerce applications. Applicant intends to provide its telecommunications services from points within the State of Illinois, to points of destination within the state of Illinois and other parts of the United States. Applicant intends to market its services primarily to residential customers and small to medium sized businesses.

28. Will technical personnel be available at all times to assist customers with service problems?

 X YES NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? _____ YES _____ NO

Not applicable. Applicant does not intend to provide payphone service.



(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Illinois)

County of COOK)ss

Steve Hwang makes oath and says that he is the Executive Vice President of Royal Phone Company LLC;

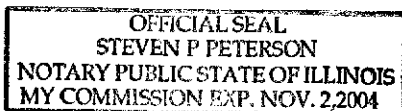
that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

Steve Hwang
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/

Steve Peterson
(Title of person authorized to administer oaths)

in the State and County above named, this 25th day of March, 2002.



Steve P. Peterson
(Signature of person authorized to administer oath)